

## **USPS Report on PRC Rate and Service Inquiries for October 2013**

The Postal Regulatory Commission referred **80** inquiries to the Postal Service in October. Customers received responses on average within **9** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (**45**) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (**30**) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (**5**) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **What is PO Box™ Service?**

PO Box™ service is a premium service offered for a fee to anyone who requires more than free home delivery or general delivery. (**Note:** A PO Box may be available for no fee, in specific situations, for those who are not eligible for home delivery.) PO Box service is provided in 3-month, 6-month (semi-annual), or 12-month (annual) increments.

#### **Benefits of PO Box Service:**

- You get your mail when and where you want it.
- You can search online for a PO Box at a location that's convenient for you.
- Mail typically arrives earlier at a PO Box than at a residential or business address.
- Your PO Box address can be used for selected contacts and transactions.

#### **Access to PO Boxes**

- PO Boxes are generally located in the lobby area of the Post Office
- Select Post Offices have extended business hours and/or 24-hour lobby access.
  - **Lobby hours** are the hours when you may access your PO Box. Many Post Office lobbies are open 24 hours per day, 7 days per week, so be sure to check the lobby hours when selecting a PO Box online.
  - **Business hours** are the hours when Post Office employees are available to answer questions and to conduct transactions when self-service options are unavailable locally. To present your required IDs and pick up your PO Box keys, you must visit the Post Office during business hours.

#### **Can I Find Out if PO Boxes are Available at a Location?**

Available PO Boxes can be found online or at your local Post Office. These sources will provide specific information regarding PO Box service, including:

- What sizes are available
- What the price will be
- What identification and verification is necessary
- Renewal fees
- PO Box delivery times and access hours
- Other related information

#### **How do I Find the Availability and Prices of PO Boxes Online?**

To find a PO Box online:

1. Go to <https://poboxes.usps.com/poboxonline/search/landingPage.do>
2. Enter a valid street address, city, and state or a ZIP Code™ to find a PO Box at a location that's convenient for you.
3. Click 'Search' and select a box size and payment period for the most convenient location for you.

#### **How do I get technical help with PO Boxes Online?**

Please visit Customer Service at <http://www.usps.com/customerservice/> or email the Internet Customer Care Center at [uspstechsupport@esecurecare.net](mailto:uspstechsupport@esecurecare.net).

**For more information regarding PO Boxes, please visit frequently asked questions located at <http://faq.usps.com/adaptivedesktop/faq.jsp?ef=USPSFAQ>**